

## **Complaint about childcare provision**

Ref: EY498058/5084264

Date: 4 March 2022

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 February 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 21 March 2022:

- improve the key person system to ensure that it is tailored to meet children's individual needs, to help children become familiar with the setting and to offer a settled relationship for the child
- ensure all staff consistently manage children's behaviour in an appropriate way
- improve risk assessment procedures to ensure staff and children are not exposed to risks, and such risks are identified and removed or minimised.

We reviewed the provider's response and found that they had had improved the key person system, arrangements for managing children's behaviour and risk assessment procedures. The provider is still registered with Ofsted.

## **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).